

**PROCEEDINGS OF THE AGING & DISABILITY RESOURCE CENTER BOARD OF
DIRECTOR'S MEETING**

October 27, 2016

PRESENT: Marvin Rucker, Pat Finder-Stone, Lisa VanDonsel, Larry Epstein, Supervisor Corrie Campbell, Jessica Nell, Melanie Maczka, Bev Bartlett, Beth Relich, Pat Hickey, Barbara Robinson

EXCUSED: Lori Rasmussen

ALSO PRESENT: Kristin Willems, Devon Christianson, Christel Giesen, Laurie Ropson, Sandy Groeschel, Tom Diedrick

The meeting was called to order by Chairperson Rucker at 8:35_a.m.

PLEDGE OF ALLEGIANCE

INTRODUCTIONS: Mr. Diedrick welcomed the ADRC Board to Options for Independent Living. Mr. Diedrick shared updates with the Board regarding his organization.

ADOPTION OF THE AGENDA:

Mr. Epstein/Ms. Maczka moved to adopt the agenda. **MOTION CARRIED.**

APPROVAL OF THE MINUTES OF MEETING OF September 22, 2016:

Ms. Finder-Stone/Ms. VanDonsel moved to approve the minutes of the regular meeting of September 22, 2016. **MOTION CARRIED.**

COMMENTS FROM THE PUBLIC: None

FINANCE REPORT:

A. REVIEW AND APPROVAL OF AUGUST, 2016 FINANCE REPORT:

Ms. Bowers reviewed the September 2016 Financial Highlights.

Ms. Bartlett/ Ms. Hickey moved to approve the September 2016 finance report. **MOTION CARRIED.**

B. REVIEW AND APPROVAL OF RESTRICTED DONATIONS:

There were no restricted donations for September 2016.

Nutrition & Volunteer Reports – Sandy Groeschel:

Ms. Groeschel gave updates on the home-bound meal program, highlighting the expansion of the program to the rural Wrightstown, Greenleaf and Rockland area. Ms. Groeschel is currently working on providing service to the New Franken, Bay Settlement and Sugar Bush area. She is currently recruiting for volunteer drivers. Supervisor Campbell replied that she may know people that will be willing to volunteer in this area. Ms. Groeschel also shared that Family Care has been a good source of funding for the home-bound meal program this year. Ms. Groeschel reviewed the congregate dining sites and daily participation. She shared the transition to red dinnerware is more visually appealing and studies have shown that people eat better when dining from red plates.

Ms. Groeschel shared that the ADRC currently has over 450 volunteers but there is always a need for Meals on Wheels drivers. Ms. Groeschel referred to a visual handout of pictures showing the volunteer led project of the raised garden project at 331 S. Adams St. Ms. Groeschel also emphasized the importance of community collaborations to help home-bound meal recipients such as the decorated meal bags from the UWGB Dietetic Students and St. Norbert College Students, and Valentine's Day cards from employees at Humana for Community Involvement Day. Ms. Groeschel also shared survey

results from both the homebound meal program and the congregate sites. The board thanked Sandy for her work this year.

DIRECTORS REPORT:

A. ADRC 2016 Contract Proposed Changes:

Ms. Christianson referred to the document including the draft ADRC contract proposed changes for with the State of Wisconsin in 2017. Ms. Christianson shared that every year the state gives the ADRC a new contract. Ms. Christianson shared that since receiving this document, she was informed that there are still additional changes so we should anticipate another version. Ms. Christianson stated that the current ADRC contract is large, and is very detailed with requirements and responsibilities for the ADRC. It is Ms. Christianson's responsibility to be sure that the ADRC Board of Directors has access to this document. Ms. Christianson asked the board, when the contract is final for 2017, if each member would like to have a hard copy, an electronic copy or for the ADRC to keep a copy of the contract available to board members at the ADRC. The board wishes for a copy of the 2017 contract to be available but not sent to each board member.. Ms. Christianson highlighted some changes at the state level, including integration into Public Health and a new Secretary. Ms. Christianson will send a final copy of the changes when it comes in.

B. Customer Service review Analytic Insights:

Ms. Christianson referred to the handout of survey results provided by Analytic Insights. This is an independent review conducted every 5 years of customer's experience at ADRCs. Ms. Christianson reviewed the results for the ADRC of Brown County noting that the ADRC of Brown County received many marks higher than that of other ADRCs. Ms. Christianson shared that the ADRC is below the state average for the number of home visits and explained some factors that affect this including the volume family care enrollments that occurred during the 2015 timeframe the survey was conducted. Ms. Christianson explained that she would continue to focus on this statistic. Mr. Rucker explained that our facility is different from other ADRC's in that people often prefer come to our facility as it is accommodating. Ms. Christianson also shared that often customers are encouraged to come to the office to see all of the additional resources and social events that are available to our customers.

Ms. Christianson shared that in addition to the State survey, the ADRC conducted its own local survey to gauge the customer experience to find additional ways for the ADRC to improve. Ms. Christianson explained that feedback was very positive though an additional area of opportunity is providing follow up calls to customers even if they do not specifically request it. Additional discussion ensued.

C. Approval of New Front and South Doors:

Ms. Christianson shared new environmental requirements with the 2017 state contract, including increased accessibility to the ADRC as well as additional dollars available to assist ADRCs in making these changes. Ms. Christianson referred to the facility requirements of the state contract and asked the state for automatic telescoping doors at the front and south side of the ADRC. This was approved for a total of \$49,000.00 by the state and the goal is to add the new doors by end of 2016. The parking issue will take longer to complete. More conversation will happen with the Quality Inn to find additional opportunities.

Ms. VanDonsel/Ms. Nell moved to approve the request for new front and south doors. **MOTION CARRIED**

D. Grounded Café' Leader Position:

Ms. Christianson shared that she would like to integrate the café' into the dining site operations. Ms. Christianson communicated that the ADRC will now also offer the congregate meals as a menu item and frozen meals for purchase as well. For this reason it is recommended and requested that a new full time position be created to be responsible for both the café' and the

congregate meal site. Ms. Christianson referred to the handout of the financial impact of this position, the job description of the Grounded Care Team Lead along with changes to 2 positions in the Home-bound meal area. The Café' leader position cannot be funded by Federal/State dollars. Supervisor Campbell inquired how the Café' position would be funded. Ms. Christianson responded that the frozen meals, coffee, and bakery sales profit would fund this position. There will also be volunteer opportunities for people with disabilities to learn job skills. Ms. Christianson referred again to the financial impact handout and showed that these changes will save money and reduce the amount of dollars needed from net assets to get the café up and running. Additional discussion ensued regarding the café including updates on the timeline for opening and marketing

Ms. Relich/Supervisor Campbell moved to approve the addition of the Grounded Café' Leader Position. **MOTION CARRIED.**

E. Add/Remove Positions in HDM Program:

a. Add Driver Position:

b. Remove Co-Coordinator:

Due to a retirement and the resignation of one of the co-coordinators, the positions in the Home-Bound meal area were reviewed by Ms Christianson and the Nutrition team. The recommendation is to remove one Co-coordinator position and to then add an additional driver position. This would mean we have one Coordinator, a Program Assistant and 2 Drivers. The ADRC Board of Directors has previously approved the addition of a Home Delivered Meal Program Assistant Position. .

Ms. Relich/Supervisor Campbell moved to approve the addition of a Driver Position and the removal of the Co-Coordinator Position. **MOTION CARRIED.**

LEGISLATIVE UPDATES: None

ANNOUNCEMENTS:

Ms. Finder-Stone reminded the board of the importance of voting on November 8th, 2016.

NEXT MEETING – The next meeting will be December 8th, 2016 at 8:30 a.m. at the ADRC.

ADJOURN:

Ms. Hickey/Mr. Epstein moved to adjourn the meeting. **MOTION CARRIED.**

The meeting adjourned at 10:53 a.m.

Respectfully submitted,

Kristin Willems, Administrative Specialist